

MTAC Visibility and Service Performance



Steve Dearing
Moderator

November 20, 2013



Periodicals

9:00 - 10:30 AM



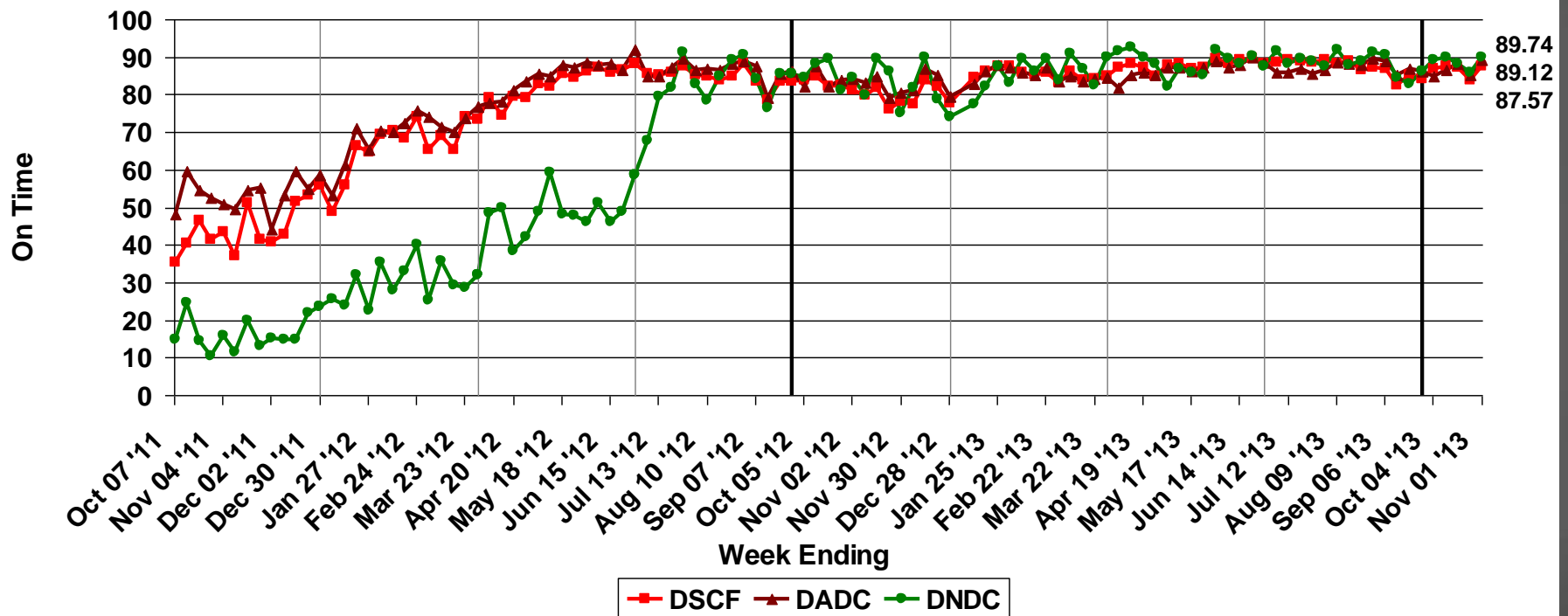
Agenda

- **Periodicals Service Performance**
- **End-to-End Diagnostics**
- **Last Mile Impact Levels**
- **Surface Visibility Expansion**
- **NYC Carrier Bundle Update**
- **Barcode Scan % - Engineering vs. ACS**
- **Single Source ACS**
- **Fpars**
- **IMb In-Home Scans**

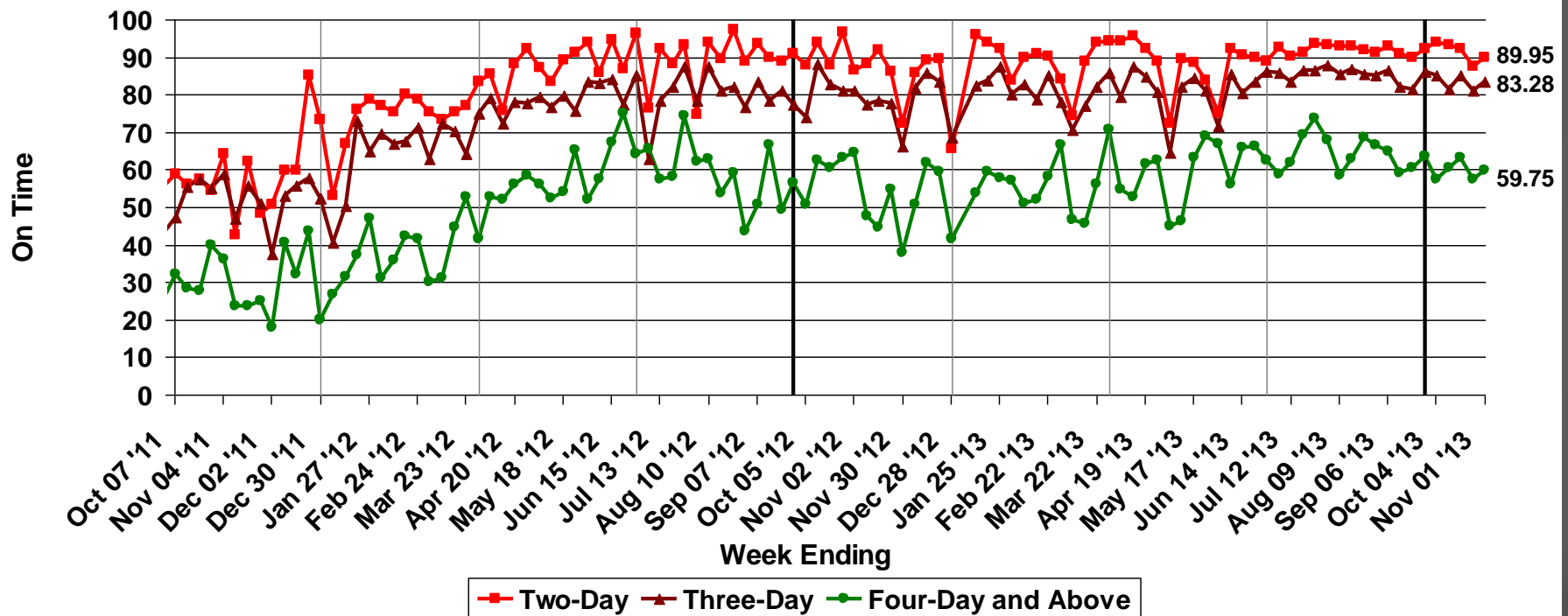
Destination Entry Periodicals FY12 and FY14 Performance By Month

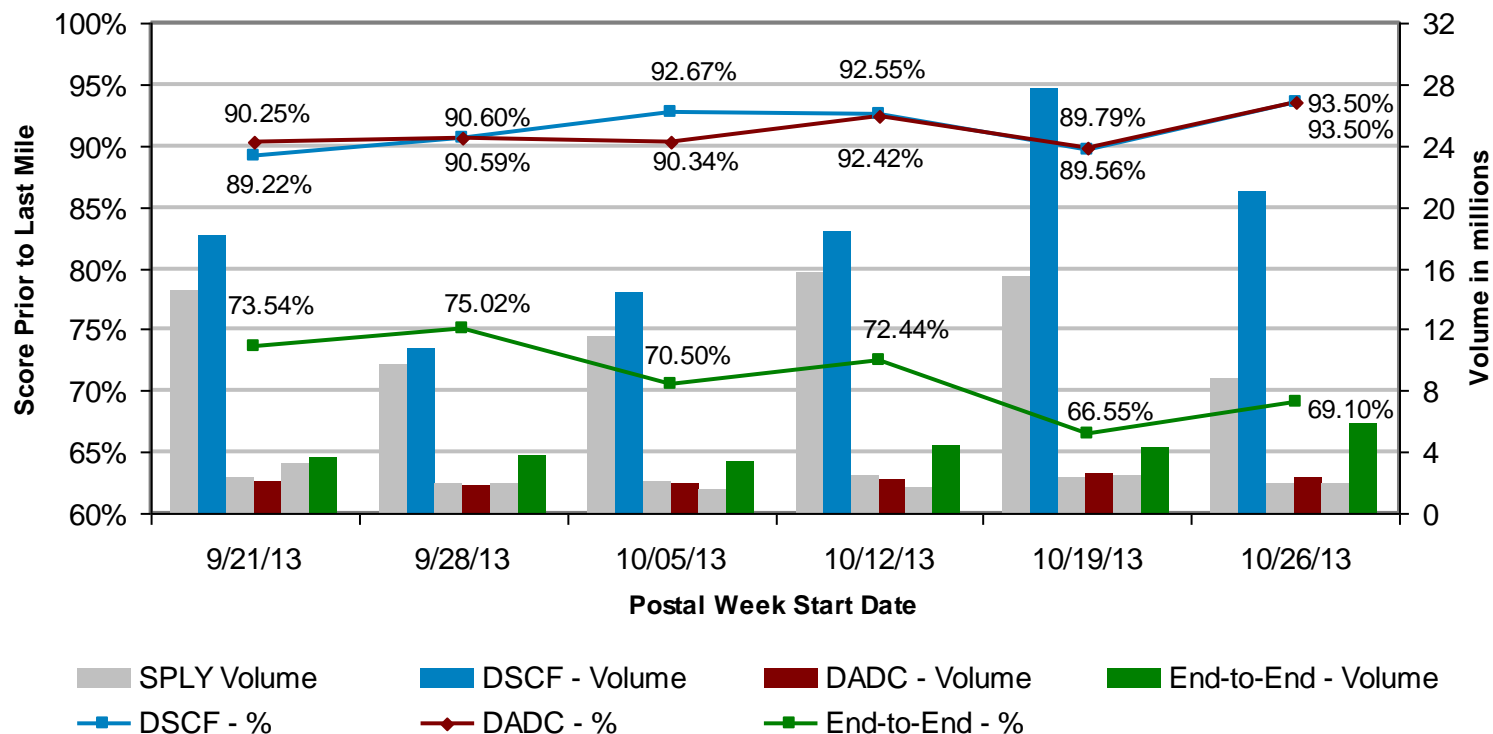
On Time	100			89.18 86.79 86.06
		Oct '11	Oct '13	
	DSCF	42.06%	86.06%	
	DADC	54.24%	86.79%	
	DNDC	15.72%	89.18%	

Destination Entry IMb™ Periodicals FY12 to FY14 Performance By Week through Nov 1, 2013



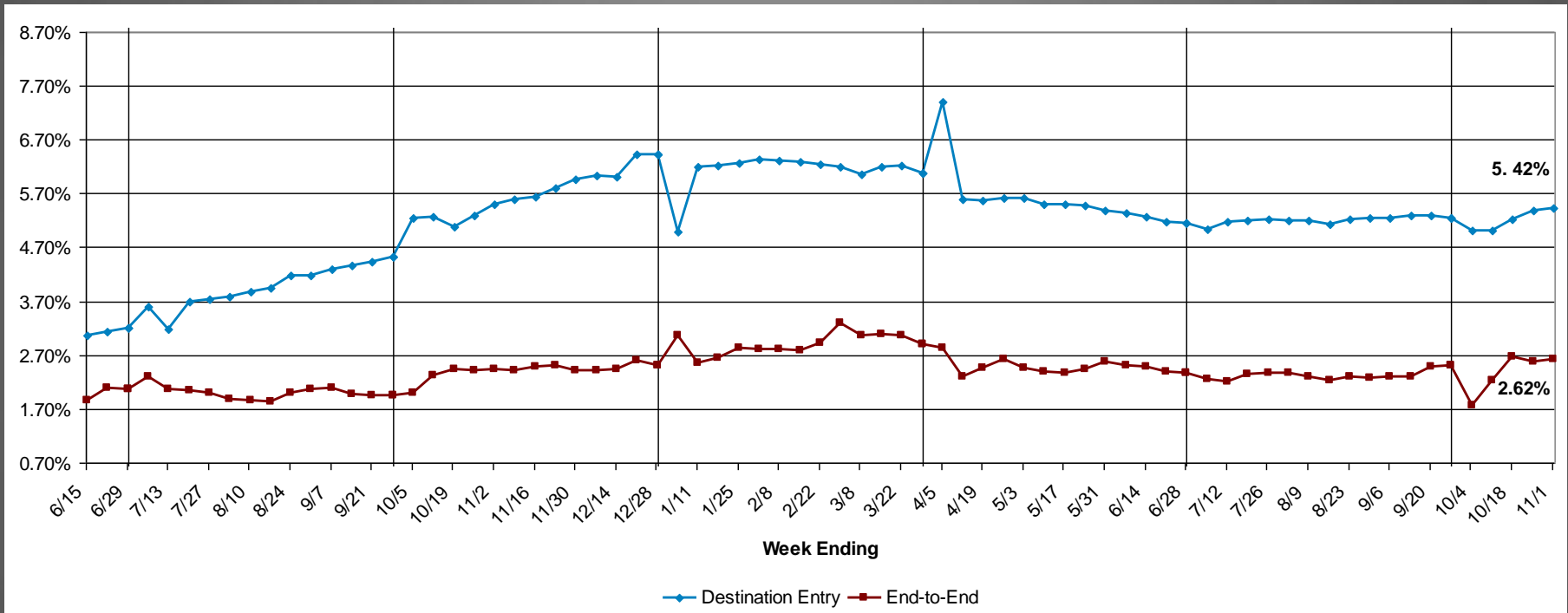
Origin Entry IMb™ Periodicals FY12 to FY14 Performance By Week through Nov 1, 2013





Q1 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
SCF Flats	88,363,860	91.82%	-5.60%	86.22%	91.00%	59,297,463	49.0%	83.09%
ADC Flats	10,174,726	91.19%	-4.21%	86.98%	91.00%	10,278,474	-1.0%	84.06%
E2E Flats	20,032,778	69.74%	-2.62%	67.12%	91.00%	9,053,532	121.3%	70.06%
Total	118,571,364			81.15%		78,629,469	50.8%	81.84%

Note: Total scores include additional entry types not shown above.



Periodicals: Destination Entry Q4 FY13

Top 10

Facility	Volume	% On-time	LMI	Overall % On-time
Greensboro	5,031,607	97.72%	-1.65%	96.07%
Northern Virginia	4,726,381	98.39%	-2.33%	96.06%
Mid-Carolinas	5,083,608	97.64%	-2.72%	94.92%
Arizona	6,065,325	97.51%	-3.14%	94.37%
Baltimore	3,351,108	96.81%	-4.23%	92.58%
Capital	2,356,801	94.12%	-2.13%	91.99%
Sierra Coastal	5,414,066	97.24%	-5.63%	91.61%
Oklahoma	2,489,051	97.56%	-5.97%	91.59%
Richmond	4,870,239	95.26%	-3.79%	91.47%
San Diego	4,799,627	96.20%	-4.84%	91.36%

Bottom 10

Facility	Volume	% On-time	LMI	Overall % On-time
Philadelphia Metro	5,532,589	77.55%	-7.48%	70.07%
Honolulu	225,453	78.58%	-8.08%	70.50%
Mississippi	660,366	82.38%	-8.35%	74.03%
Portland	2,258,334	80.25%	-5.54%	74.71%
Caribbean	102,313	79.66%	-3.95%	75.71%
Seattle	3,201,677	81.59%	-5.80%	75.79%
Northern New Jersey	5,495,823	86.32%	-7.43%	78.89%
Northland	4,400,977	90.50%	-11.48%	79.02%
New York	1,871,566	88.33%	-8.40%	79.93%
Westchester	2,190,813	86.50%	-6.35%	80.15%

Periodicals: End to End Q4 FY13

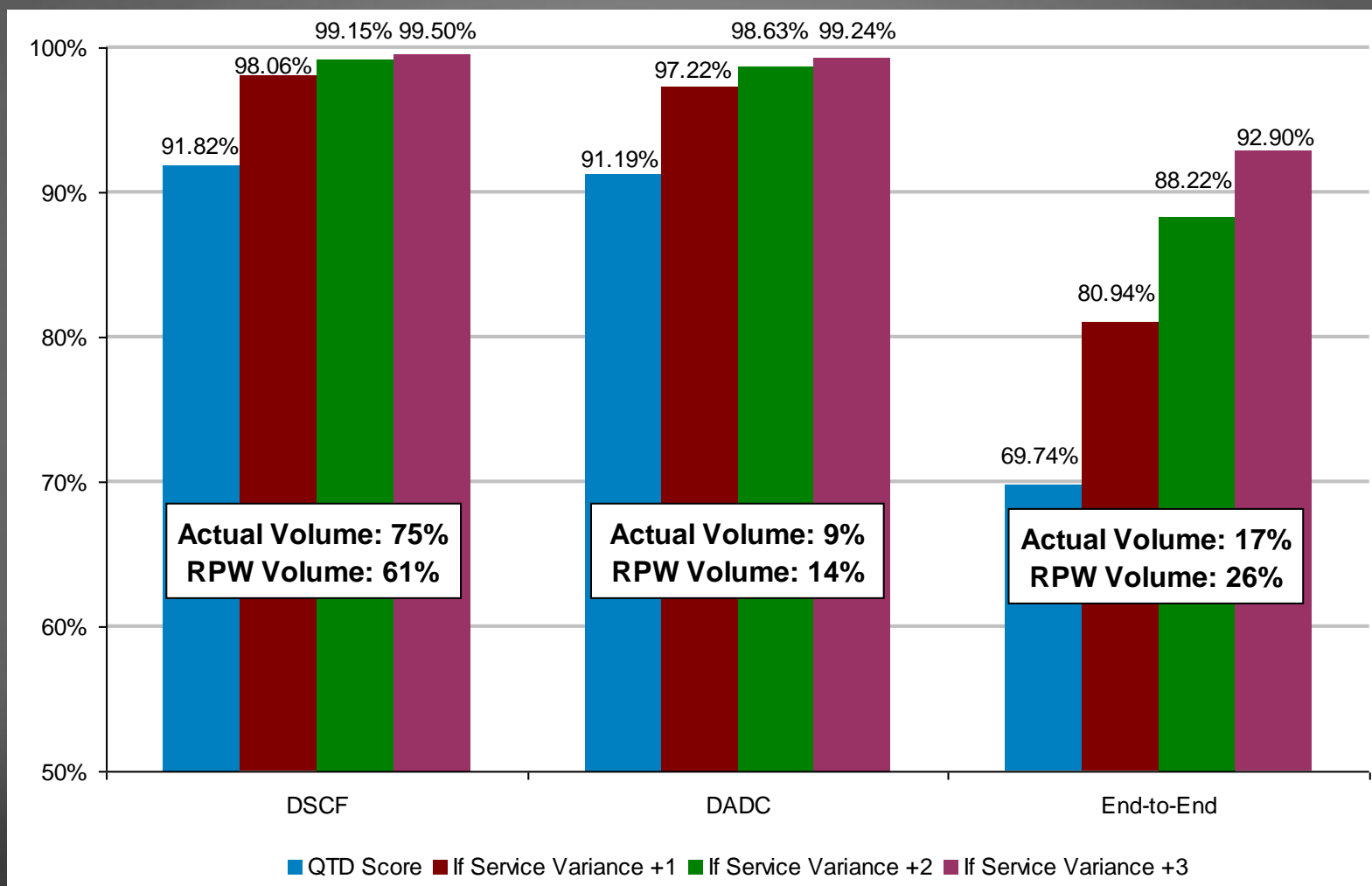
Top 10

Facility	Volume	% On-time	LMI	Overall % On-time
Detroit	2,233,235	90.11%	-2.63%	87.48%
Arkansas	1,645,565	88.59%	-2.11%	86.48%
Dallas	1,061,504	86.83%	-1.89%	84.94%
Mid-America	2,053,603	86.67%	-2.73%	83.94%
Central Plains	1,482,591	85.25%	-2.40%	82.85%
Triboro	881,085	84.86%	-2.34%	82.52%
Capital	721,921	83.92%	-1.94%	81.98%
Alabama	668,606	83.01%	-2.25%	80.76%
Northern Virginia	1,622,250	83.14%	-2.98%	80.16%
Northern Ohio	1,863,774	82.88%	-2.73%	80.15%

Bottom 10

Facility	Volume	% On-time	LMI	Overall % On-time
San Francisco	314,100	40.88%	-1.79%	39.09%
Mid-Carolinas	965,281	53.82%	-1.86%	51.96%
Portland	351,601	57.79%	-1.82%	55.97%
Fort Worth	2,283,708	61.61%	-2.59%	59.02%
Suncoast	2,106,708	61.77%	-2.08%	59.69%
South Florida	390,502	67.21%	-5.71%	61.50%
Lakeland	1,043,462	65.78%	-3.14%	62.64%
Seattle	1,280,121	64.95%	-1.72%	63.23%
Central Illinois	6,634,638	65.80%	-2.14%	63.66%
Caribbean	7,959,902	67.16%	-3.39%	63.77%

Periodicals (Flats) by Service Variance



Note: Volumes may not sum to 100% due to rounding.

Note: RPW Volumes were estimated using basic entry type proportions obtained from Pricing. DNDC and DDU Volumes were not included in the chart.

SCF Flats – Q1 10/01 – 10/25

Facility	% On-time	% of Total failures	% Score impact
PHILADELPHIA	79.33%	4.37%	0.48%
CHICAGO METRO SURFACE HUB	86.30%	4.24%	0.47%
OAKLAND	74.95%	3.87%	0.43%
TAMPA L&DC	52.16%	3.33%	0.37%
NORTH TEXAS	69.27%	3.00%	0.33%
CENTRAL MA	86.26%	2.73%	0.30%
LOS ANGELES	89.88%	2.53%	0.28%
PORTLAND	63.55%	2.37%	0.26%
DOMINICK V DANIELS	87.07%	2.27%	0.25%
CHICAGO NDC	88.24%	2.16%	0.24%
SOUTH FLORIDA L & DC	90.46%	2.08%	0.23%
KANSAS CITY	88.63%	2.07%	0.23%
BOSTON	87.51%	2.07%	0.23%
MID ISLAND	84.60%	2.02%	0.22%
SAN DIEGO	87.70%	1.93%	0.21%
HARRISBURG	48.68%	1.78%	0.20%
SEATTLE	76.59%	1.76%	0.19%
SPRINGFIELD LDC	91.97%	1.73%	0.19%
BROOKLYN	83.28%	1.65%	0.18%
WESTCHESTER	87.59%	1.62%	0.18%

SCF Flats – 10/19 – 10/25

Facility	% On-time	% of Total failures	% Score impact
SAN DIEGO	81.09%	4.15%	0.51%
LOS ANGELES	83.85%	3.96%	0.49%
TAMPA L&DC	32.38%	3.77%	0.47%
SANTA CLARITA	88.13%	3.53%	0.44%
CHICAGO METRO SURFACE HUB	84.18%	3.52%	0.44%
PHILADELPHIA	84.99%	2.98%	0.37%
OAKLAND	78.09%	2.81%	0.35%
BOSTON	81.22%	2.60%	0.32%
MID ISLAND	76.60%	2.60%	0.32%
CENTRAL MA	83.69%	2.44%	0.30%
WESTCHESTER	80.87%	2.40%	0.30%
SOUTH FLORIDA L & DC	88.67%	2.37%	0.29%
KANSAS CITY	85.54%	2.36%	0.29%
NORTH TEXAS	73.06%	2.34%	0.29%
DOMINICK V DANIELS	87.05%	2.27%	0.28%
COLUMBUS	83.54%	2.13%	0.26%
BROOKLYN	74.78%	1.93%	0.24%
PHILADELPHIA NDC	46.96%	1.80%	0.22%
SEATTLE	76.11%	1.76%	0.22%
TRENTON	85.97%	1.55%	0.19%

Bottom 20 Impact National Score by 6.59%

ADC Flats – Q1 10/01 – 10/25

Facility	% On-time	% of Total failures	% Score impact
TAMPA L&DC	68.72%	6.12%	0.79%
SPRINGFIELD LDC	65.78%	5.57%	0.72%
PORTLAND	79.27%	4.55%	0.59%
BOSTON	74.77%	4.12%	0.54%
PITTSBURGH LDC	85.03%	3.16%	0.41%
CHICAGO NDC	77.50%	3.16%	0.41%
NORTH TEXAS	84.03%	3.15%	0.41%
DOMINICK V DANIELS	80.72%	3.09%	0.40%
SEATTLE	83.88%	2.83%	0.37%
CHICAGO METRO SURFACE HUB	85.42%	2.82%	0.37%
SOUTH FLORIDA L & DC	84.54%	2.66%	0.35%
MINNEAPOLIS SAINT PAUL NDC	91.16%	2.52%	0.33%
DES MOINES	83.27%	2.42%	0.31%
SAN ANTONIO	91.36%	2.04%	0.26%
CLEVELAND	85.77%	1.91%	0.25%
ALBANY	62.29%	1.74%	0.23%
MILWAUKEE PRIORITY ANNEX	92.21%	1.72%	0.22%
SAINT LOUIS METRO ANNEX	88.93%	1.54%	0.20%
DENVER MAIL PROCESSING ANX	92.27%	1.52%	0.20%
QUEENS	89.35%	1.48%	0.19%

ADC Flats – 10/19 – 10/25

Facility	% On-time	% of Total failures	% Score impact
TAMPA L&DC	58.31%	9.05%	1.30%
SPRINGFIELD LDC	64.94%	4.69%	0.67%
BOSTON	73.85%	4.38%	0.63%
CHICAGO NDC	70.31%	3.82%	0.55%
SEATTLE	79.13%	3.54%	0.51%
DOMINICK V DANIELS	74.91%	3.21%	0.46%
PITTSBURGH LDC	86.59%	2.99%	0.43%
CHICAGO METRO SURFACE HUB	83.60%	2.54%	0.36%
DES MOINES	79.67%	2.53%	0.36%
PORTLAND	88.31%	2.38%	0.34%
NORTH TEXAS	86.25%	2.36%	0.34%
MILWAUKEE PRIORITY ANNEX	88.50%	2.33%	0.33%
ALBANY	43.28%	2.32%	0.33%
SOUTH FLORIDA L & DC	85.02%	2.31%	0.33%
FARGO	70.21%	2.30%	0.33%
MINNEAPOLIS SAINT PAUL NDC	92.82%	2.10%	0.30%
QUEENS	82.37%	2.08%	0.30%
SPOKANE	67.48%	1.99%	0.28%
SAN ANTONIO	92.74%	1.77%	0.25%
MID ISLAND	73.26%	1.70%	0.24%

Bottom 20 impact National Score by 8.64%

Service Performance Diagnostics

End-To-End Cycle Time

Analysis Report



REPORT- MAIN PAGE

Input
Parameters



IMB SERVICE PERFORMANCE DIAGNOSTICS

Origin Facility: NATIONAL (Select District) (Select Origin Facility) Destination Facility: (Select Destination Facility) Report date: 10/26/2013 Period: ☒ Week ☐ Daily

Mail Class: ☐ First Class ☒ Periodicals ☐ Standard Mail Shape: ☐ Letters/Cards ☒ Flats FSS Option: ☐ FSS Only ☐ Non FSS Only ☒ Both Entry: ☒ Origin ☐ Destination Standards: ☐ DADC 2 Day ☐ End to End 3 Day ☒ End to End 4-27 Day Piece Threshold: 1000

END TO END CYCLE TIME ANALYSIS AET TO LAST AUTOMATION

RPT ORGN FACILITY	LAST SCAN FACILITY	PIECE COUNT	FAILED PIECE COUNT	SVC STD	MEDIAN DAYS/HS	MEDIAN TOTAL HOURS
MILWAUKEE	ANCHORAGE P&DC	1,373	1,070	15	18-Days,9-Hrs	441
MILWAUKEE	HONOLULU P&DC	1,143	1,079	14	18-Days,8-Hrs	440
MANKATO	HONOLULU P&DC	1,636	842	14	16-Days,15-Hrs	399
MILWAUKEE	SAN JUAN P&DC	1,148	1,051	13	16-Days,11-Hrs	395
MILWAUKEE	RENO P&DC	1,074	1,039	7	15-Days,11-Hrs	371
SOUTH SUBURBAN	ANCHORAGE P&DC	1,057	334	16	14-Days,3-Hrs	339
MILWAUKEE	VAN NUYS MO	1,145	1,135	6	14-Days,2-Hrs	338
MILWAUKEE	LAP&DC	1,787	1,766	6	13-Days,17-Hrs	329
BOWLING GREEN	HONOLULU P&DC	1,329	6	14	13-Days,14-Hrs	326
SOUTH SUBURBAN	ANCHORAGE P&DC	2,506	370	15	13-Days,12-Hrs	324
BOWLING GREEN	ANCHORAGE P&DC	1,260	74	15	13-Days,12-Hrs	324
MILWAUKEE	SF P&DC	2,176	2,073	7	13-Days,12-Hrs	324
MILWAUKEE	BAKERSFIELD P&DC	1,115	1,113	6	13-Days,11-Hrs	323
MILWAUKEE	MORENO VALLEY DDC	1,654	1,654	6	12-Days,21-Hrs	309
MILWAUKEE	OAKLAND P DC	1,009	988	7	12-Days,16-Hrs	304
MILWAUKEE	M. L. SELLERS PDC	2,399	2,380	6	12-Days,16-Hrs	304
SOUTH SUBURBAN	SAN JUAN P&DC	1,043	378	13	12-Days,15-Hrs	303

DRILL INTO LAST SCAN FACILITY

END TO END CYCLE TIME ANALYSIS AET TO LAST AUTOMATION

RPT ORGN FACILITY	LAST SCAN FACILITY	PIECE COUNT	FAILED PIECE COUNT	SVC STD	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	3,066	479	2	2-Days 1-Hrs	49

END TO END CYCLE TIME ANALYSIS AET TO LAST AUTOMATION

RPT ORGN FACILITY	LAST SCAN FACILITY	PIECE COUNT	FAILED PIECE COUNT	SVC STD	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	3,066	479	2	2-Days, 1-Hrs	49

SV Unload to Bundle

FIRST SV NIM SCAN FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	2	35	35	1-Days, 3-Hrs	27
ATLANTA	ATLANTA P&DC	2	2,387	425	1-Days, 2-Hrs	26

AET to Bundle

RPT ORGN FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	2	35	35	1-Days, 3-Hrs	27
ATLANTA	ATLANTA P&DC	2	2,387	425	1-Days, 2-Hrs	26

Last SV NIM to Bundle

LAST SV NIM SCAN FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	2	35	35	1-Days, 3-Hrs	27
ATLANTA	ATLANTA P&DC	2	2,387	425	1-Days, 2-Hrs	26

First Bundle Scan to Second Bundle Scan at First Facility

FIRST BD FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA P&DC	2	350	283	1-Days, 11-Hrs	35

Second Bundle Scan to Third Bundle Scan at First Facility

FIRST BD FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA P&DC	2	29	29	0-Days, 1-Hrs	1

Last Bundle Facility to First Piece Facility

LAST BD FACILITY	FIRST PC FACILITY	DLVRY ZIP-3	PIECE MPE ID	PIECE OP CODE	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA P&DC	303	AFSM100-001	335	1	1	2-Days, 21-Hrs	69
ATLANTA P&DC	ATLANTA P&DC	303	AFSM100-001	336	41	41	2-Days, 14-Hrs	62
ATLANTA	ATLANTA	303	FSFSSC-002	538	6	6	2-Days, 10-Hrs	58
ATLANTA	ATLANTA	303	FSFSSC-001	538	14	14	2-Days, 9-Hrs	57
ATLANTA	ATLANTA	302	FSFSSC-001	538	1	1	2-Days, 3-Hrs	51
ATLANTA	ATLANTA P&DC	303	AFSM100-001	335	12	12	1-Days, 7-Hrs	31
ATLANTA	ATLANTA P&DC	302	AFSM100-001	335	2	2	1-Days, 7-Hrs	31
ATLANTA P&DC	ATLANTA	303	FSFSSC-002	538	591	0	0-Days, 23-Hrs	23
ATLANTA P&DC	ATLANTA	303	FSFSSC-001	538	1,371	0	0-Days, 15-Hrs	15
ATLANTA P&DC	ATLANTA	303	FSFSSC-002	538	381	381	0-Days, 15-Hrs	15
ATLANTA P&DC	ATLANTA	303	FSFSSC-001	538	2	2	0-Days, 6-Hrs	6

DRILL INTO LAST SCAN FACILITY (Individual Cycle Times)

SV Unload to Bundle

FIRST SV NIM SCAN FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	2	35	35	1-Days,3-Hrs	27
ATLANTA	ATLANTA P&DC	2	2,387	425	1-Days,2-Hrs	26

AET to Bundle

RPT ORGN FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	2	35	35	1-Days,3-Hrs	27
ATLANTA	ATLANTA P&DC	2	2,387	425	1-Days,2-Hrs	26

Last SV NIM to Bundle

LAST SV NIM SCAN FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	2	35	35	1-Days,3-Hrs	27
ATLANTA	ATLANTA P&DC	2	2,387	425	1-Days,2-Hrs	26

DRILL INTO LAST SCAN FACILITY (Individual Cycle Times)

First Bundle Scan to Second Bundle Scan at First Facility

FIRST BD FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA P&DC	2	350	283	1-Days,11-Hrs	35

Second Bundle Scan to Third Bundle Scan at First Facility

FIRST BD FACILITY	FIRST BD FACILITY	SVC STD	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA P&DC	2	29	29	0-Days,1-Hrs	1

Last Bundle Facility to First Piece Facility

LAST BD FACILITY	FIRST PC FACILITY	DLVRY ZIP-3	PIECE MPE ID	PIECE OP CODE	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA P&DC	303	AFSM100-001	335	1	1	2-Days,21-Hrs	69
ATLANTA P&DC	ATLANTA P&DC	303	AFSM100-001	336	41	41	2-Days,14-Hrs	62
ATLANTA	ATLANTA	303	FSFSSC-002	538	6	6	2-Days,10-Hrs	58
ATLANTA	ATLANTA	303	FSFSSC-001	538	14	14	2-Days,9-Hrs	57
ATLANTA	ATLANTA	302	FSFSSC-001	538	1	1	2-Days,3-Hrs	51
ATLANTA	ATLANTA P&DC	303	AFSM100-001	335	12	12	1-Days,7-Hrs	31
ATLANTA	ATLANTA P&DC	302	AFSM100-001	335	2	2	1-Days,7-Hrs	31
ATLANTA P&DC	ATLANTA	303	FSFSSC-002	538	591	0	0-Days,23-Hrs	23
ATLANTA P&DC	ATLANTA	303	FSFSSC-001	538	1,371	0	0-Days,15-Hrs	15
ATLANTA P&DC	ATLANTA	303	FSFSSC-002	538	381	381	0-Days,15-Hrs	15
ATLANTA P&DC	ATLANTA	303	FSFSSC-001	538	2	2	0-Days,6-Hrs	6

DRILL INTO LAST SCAN FACILITY (Individual Cycle Times)

First Piece Scan to Second Piece Scan at First Facility

FIRST PC FACILITY	FIRST PC FACILITY	DLVRY ZIP-3	PIECE MPE ID	PIECE OP CODE	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA P&DC	303	AFSM100-001	335	40	40	0-Days,7-Hrs	7
ATLANTA	ATLANTA	303	FSFSSC-002	538	1	1	0-Days,3-Hrs	3
ATLANTA	ATLANTA	302	FSFSSC-001	538	9	0	0-Days,2-Hrs	2
ATLANTA	ATLANTA	303	FSFSSC-002	538	668	0	0-Days,2-Hrs	2
ATLANTA	ATLANTA	303	FSFSSC-001	538	1,373	0	0-Days,2-Hrs	2
ATLANTA	ATLANTA	303	FSFSSC-001	538	2	2	0-Days,1-Hrs	1
ATLANTA	ATLANTA	302	FSFSSC-001	538	1	1	0-Days,1-Hrs	1
ATLANTA	ATLANTA	303	FSFSSC-001	538	11	11	0-Days,1-Hrs	1
ATLANTA	ATLANTA	303	FSFSSC-002	538	337	337	0-Days,1-Hrs	1

Second Piece Scan to Third Piece Scan at First Facility

FIRST PC FACILITY	FIRST PC FACILITY	DLVRY ZIP-3	PIECE MPE ID	PIECE OP CODE	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	303	FSFSSC-002	538	1	1	0-Days,2-Hrs	2
ATLANTA	ATLANTA	303	FSFSSC-001	538	2	0	0-Days,1-Hrs	1
ATLANTA	ATLANTA	303	FSFSSC-001	538	2	2	0-Days,1-Hrs	1

DRILL INTO LAST SCAN FACILITY (Individual Cycle Times)

First Piece Facility to Second Piece Facility

FIRST PC FACILITY	SEC PC FACILITY	DLVRY ZIP-3	PIECE MPE ID	PIECE OP CODE	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA P&DC	ATLANTA	303	FSFSSC-002	538	1	1	2-Days,0-Hrs	48
ATLANTA P&DC	ATLANTA	302	FSFSSC-001	538	1	1	1-Days,21-Hrs	45
ATLANTA P&DC	ATLANTA	302	FSFSSC-001	538	1	1	1-Days,21-Hrs	45
ATLANTA P&DC	ATLANTA	303	FSFSSC-001	538	11	11	1-Days,6-Hrs	30
ATLANTA P&DC	ATLANTA	303	FSFSSC-001	538	1	1	1-Days,6-Hrs	30
ATLANTA P&DC	ATLANTA	302	FSFSSC-002	538	2	2	1-Days,5-Hrs	29
ATLANTA P&DC	ATLANTA	303	FSFSSC-002	538	42	42	0-Days,10-Hrs	10
ATLANTA P&DC	ATLANTA	303	FSFSSC-002	538	6	6	0-Days,10-Hrs	10

First Piece Scan to Second Piece Scan at Second Facility

SEC PC FACILITY	SEC PC FACILITY	DLVRY ZIP-3	PIECE MPE ID	PIECE OP CODE	PIECE COUNT	FAILED PIECE COUNT	MEDIAN DAYS/HRs	MEDIAN TOTAL HOURS
ATLANTA	ATLANTA	303	FSFSSC-001	538	1	1	0-Days,2-Hrs	2
ATLANTA	ATLANTA	303	FSFSSC-001	538	7	7	0-Days,2-Hrs	2
ATLANTA	ATLANTA	303	FSFSSC-002	538	35	35	0-Days,2-Hrs	2
ATLANTA	ATLANTA	302	FSFSSC-001	538	1	1	0-Days,1-Hrs	1
ATLANTA	ATLANTA	303	FSFSSC-002	538	6	6	0-Days,1-Hrs	1

SV Expansion



The Surface Visibility system has evolved from solely a transportation management system to a system that enhances mail visibility, service performance and eInduction acceptance and validation.

Mail Visibility

- Provides near real time container tracking to USPS
- SV enhancement on Oct 31st enabled near real time data feed to Mailers

Service Performance

- Provides scan events used to measure service performance for mail

eInduction

- Used to Accept and Validate mailer shipments

Transportation Management

- Tracks on time Arrivals / Departures
- Measures trailer utilization
- Performs destination validation

**In order to support elnduction and 100% Visibility,
the Surface Visibility application will be
expanded to support new sites.**

Qualifiers

- Non-SV site accepting 20+ containers a day
- Plant or Annex
- Availability of Hardware

Prioritization

- Volume of drop shipments
- Wi-Fi enabled
- Network realignment

SV Expansion Qualifiers

Accept 20+ containers

- 82 Non-SV sites accept an average of 20 or more containers per day

Plant or Annex

- 73 are qualifying as a plant or annex
- 9 do not qualify as they are post offices

Scanners, Cradles & Printers

- Quantity of current IMD's is limited
- Efforts under way to repair broken units and relocate under utilized units

SV Expansion Prioritization

Volume

- 73 qualifying plants will be prioritized by volume of mail accepted
- Top 10 plants account for 25.9% of volume

Wi-Fi Enabled

- Sites wi-fi enabled with high volume will be top priority
- High volume plants with no wi-fi will be evaluated for wi-fi installation

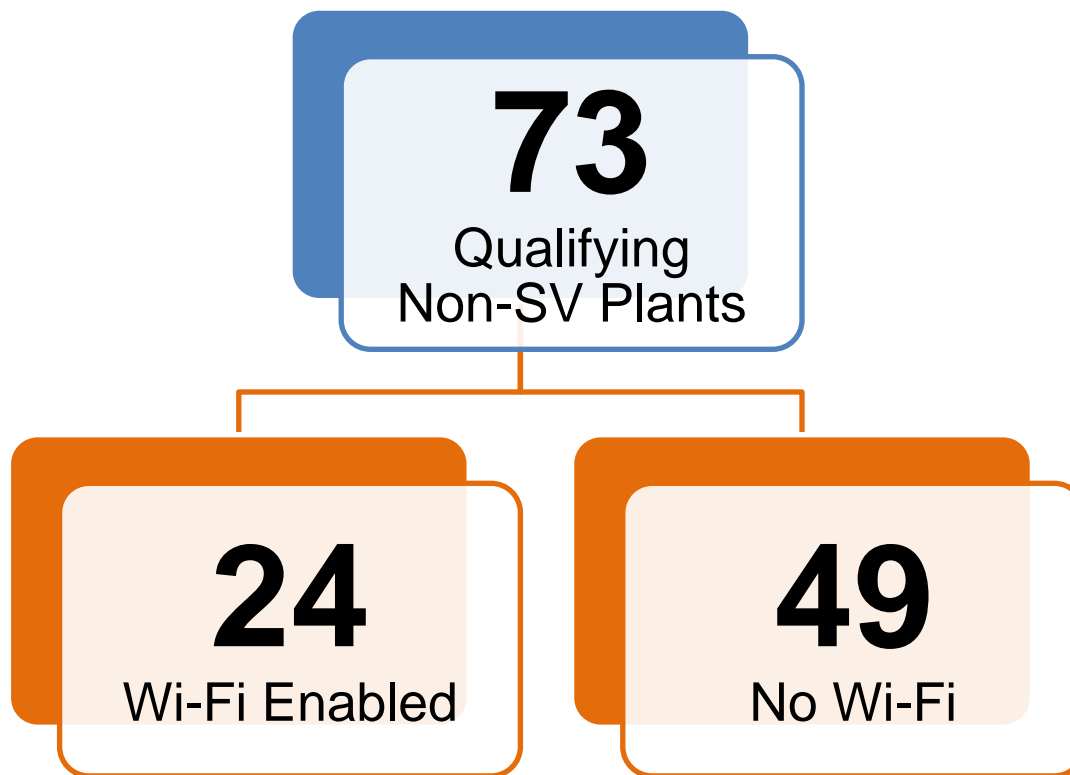
Network Realignment

- 20 of the 73 plants are under review for network realignment
- Only one (1) is wi-fi enabled

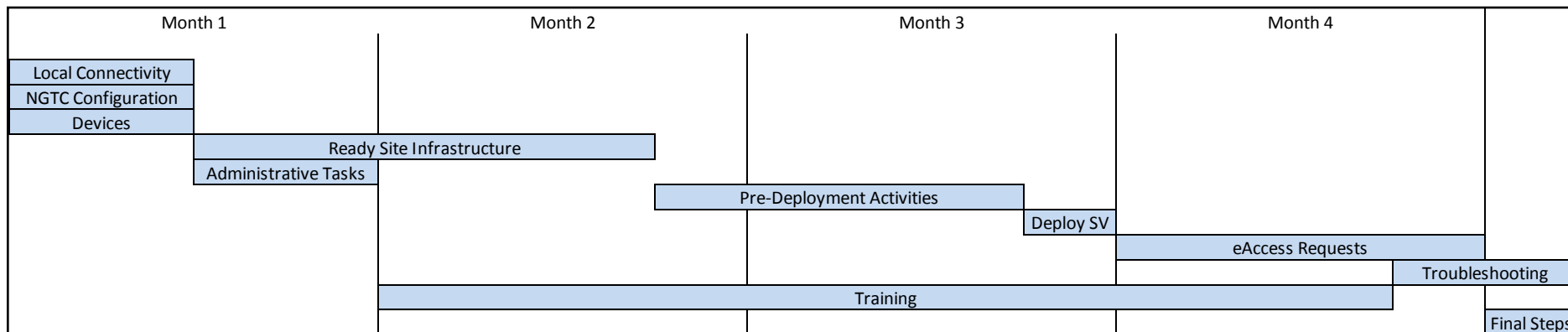
SV Current State

169 Active SV Plants

73 Qualifying Non-SV Plants



SV Site Activation Project Plan: Key Checkpoints & Timeline



- Local Connectivity – 10 days
- NGTC Configuration – 10 days
- Devices (SV Equipment) – 5 days
- Ready Site Infrastructure – 30 days
- Administrative Tasks – 6 days
- Pre-Deployment Activities – 15 days
- Deploy Application Software – 1 day
- eAccess Requests – 20 days
- Troubleshooting & SV Web Tasks – 5 days
- Training – 60 day training window (conducted concurrently with other activities)
- Final Steps – 1 day

Expand Surface Visibility (SV) to ten locations

- Accounts for 25.9% of volume entered at non-SV sites
- 6 sites with Wi-Fi - activate Feb 2014
- 4 sites without Wi-Fi - install Wi-Fi and activate 12 weeks later

Rank by Volume	Non-SV Facility	Avg Dropship Containers/Day	% of Vol Entered at Non-SV Sites	Wi-Fi Enabled?
1	DENVER MAIL PROCESSING ANNEX	200	4.2%	YES
2	ROCHESTER L&DC	169	3.6%	YES
3	WEST PALM BEACH LDC	136	2.9%	YES
4	KNOXVILLE PDC/PCF	127	2.7%	YES
5	SOUTH FLORIDA LDC	126	2.7%	YES
6	LINTHICUM PDC/PDF	120	2.4%	NO
7	NASHUA LDC	113	2.1%	YES
8	GRAND RAPIDS ANNEX	111	1.8%	NO
9	MILWAUKEE PRIORITY ANNEX	108	1.8%	NO
10	AKRON PDC/PDF	105	1.7%	NO

Recap

- **Expansion to top ten (10) sites in process**
- **Expansion beyond top ten sites will occur based on**
 - Scanner availability
 - Wi-fi installation
 - Network realignment

Continue piloting in New York

- Clerks scan 99M when mail arrives at DDU
- Carriers scan top piece of bundle when mail is cased for delivery
- Scan translated as out for delivery

Performance included in Measurement

- Significant decrease in last mile impact

• Next Steps

- Track 99P scans from plant to DU
- Implement nesting for automation equipment
- Improve diagnostics to determine root cause of failures

• National implementation under evaluation

Address Management Updates



Publication Titles Scanned by CFS Sites

October, 2013

Total Publication Titles	746
---------------------------------	------------

COA Scan Rates	# of Titles	Percentage
Below 75% Scan Rate	104	13.94%
Below 50% Scan Rate	11	1.47%
Below 25% Scan Rate	3	0.40%
All Titles Average		84.84%

Nixie Scan Rates	# of Titles	Percentage
Below 75% Scan Rate	520	69.71%
Below 50% Scan Rate	161	21.58%
Below 25% Scan Rate	50	6.70%
All Titles Average		67.76%

CFS Scan Rates by Area

October, 2013

Area	COA Scan Rate	COA Volume	Nixie Scan Rate	Nixie Volume
Capital Metro	83.46%	204,370	80.19%	294,863
Eastern	78.56%	135,213	70.14%	146,063
Great Lakes	78.95%	314,163	74.97%	311,275
Northeast	80.46%	196,961	71.62%	237,051
Pacific	82.96%	213,392	76.14%	254,959
Southern	79.18%	355,855	73.63%	609,931
Western	79.87%	378,314	75.22%	387,394

1. Discuss/Document SSACS chargeback process.
2. Determine the contributing factors.
3. Distinguish which chargebacks are invalid.
4. Determine root cause of valid chargebacks.
5. Identify system issues & provide recommended enhancements.
6. Resume SSACS Chargeback billing after issues have been addressed and approved by the workgroup members.

Note: ACS™ Billing Credits were provided based on the analysis performed by the SASP group. Credits mailed by 10/28/2013.

- Limited number of AFSM 100 will be retrofitted to handle UAA flats.
- 18 potential FPARs Sites (locations not yet finalized)
- Carrier Identified Forward (COA) and RTS/Nixie only.
- Target deployment to begin in 2015.
- CFS Operations currently at 23 sites
- Target - 8 to 10 CFS Units after FPARS deployment

RSS (Rich Site Summary)

- RSS feeds currently on limited pages
 - Intelligent Mail
 - Intelligent Mail Barcode for Mailpieces
 - IMb Tracing
 - ACS
 - Zone Charts




- RSS activated on all pages on December 1
- https://ribbs.usps.gov/ribbs_rss/homepage.xml

Timeline

- Announcement 09/05/2013
- Sample Files Available 09/06/2013
- Webinar 09/11/2013
- Jan. Release (new format with exceptions file) 12/15/2013
- Jan. Release Effective 01/01/2014
- Price Change Released 01/02/2014
- Price Change Effective 01/26/2014

Information posted on RIBBS



**UNITED STATES
POSTAL SERVICE®**

National Customer Support Center

RIBBS®

Home | Site Index A-Z | Site Index by Topic | Locators/Lookups | Document Locator | Contact Us

Zone Charts Webinar

[Printable View](#)

The US Postal Service has submitted a pricing proposal to add "Zone 9" for domestic mail service provided to the Freely Associated States (FAS).

In preparation for the addition of Zone 9, the January 2014 Zone Chart release will be prepared to identify Zone "9" for specific 5-Digit ZIP Codes. To accommodate the proposal, an additional Zone Chart Exceptions File will be incorporated into the Zone Chart product beginning with the January 1, 2014 Zone Chart release.

A Webinar was held to help prepare customers for the proposed "Zone 9" that will be incorporated into the January 2014 Zone Charts Matrix.

Important Links

- [Zone Charts Technical Guide](#)
- [Zone Charts Order Form](#)
- [Zone Charts 2012 Update Schedule](#)
- [Zone Charts 2013 Update Schedule](#)
- [Zone Chart and Exceptions Test Files](#)
(These files are encrypted. Contact labellist.ncsc@usps.gov for the password.)
- [Zone Chart Exceptions Webinar Presentation](#)

Intelligent Mail® Services

- Address Quality Products
- Business Mail Acceptance
- Certifications
- Industry Outreach
- Major/Minor Release Schedule
- MDA Support Center
- Move Update
- MTAC
- Operations
- Updates

IMPORT UPDATES

[Click here for 2013 Network](#)

Getting Started with Intelligent Mail

New fact sheets are available for mailers utilizing Full-Service Mail Automation in preparation for the January 2014 automation requirements. Learn more about Full-Service Mail Automation using Container Placards and the relationship in electronic documents.

NCOALink® PAF Update

- On October 8th, the USPS® modified the existing NCOALink Processing Acknowledgement Form (PAF) renewal policy
- The purpose of the Alternative PAF Renewal policy is to assist Licensees in streamlining their processes of maintaining an accurate account of their customers, while adhering to the guidelines set forth in the NCOALink license agreements

New Alternative PAF Policy

- Prior to customers' anniversary dates, Licensees will send PAF renewal notices
- If there are no changes, customers do not have to complete a new PAF. However if any information has changed, customers will need to update their existing PAFs
- A copy of the original PAF and the subsequent annual email, fax or letter sent via US Mail will be kept in Licensees' files for a minimum of six (6) years
- It is the responsibility of the Licensee to ensure a completed and updated PAF is maintained and is on file for each of their customers

Update on in-home/delivery scans

- **Effort under way to capture GPS breadcrumb data from next generation scanning devices and utilize for service measurement and to enhance mail visibility**
- **GPS breadcrumbs from carrier routes to be captured and correlated with geo-fence data to determine when mail is out for delivery and is delivered.**
- **Mail delivery events to be used as a “stop-the-clock” for service measurement**
 - Measurement results from GPS data will be analyzed and validated against results from IBM reporter “in-home” scans to determine accuracy for measurement
- **Provisioning of mail delivery events to Full Service mailers planned**